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CITY OF GREENVILLE

POLICY NO. HR-4

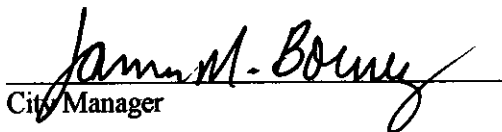
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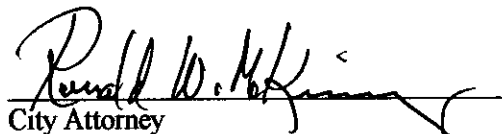
SUBJECT: Enrollment and Orientation

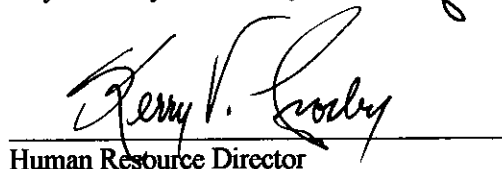
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APPROVALS:


City Manager


City Attorney


Human Resource Director

I. **Purpose**

The purpose of this policy is to ensure that all new City of Greenville employees receive a timely, effective, and professional orientation. The goal of the Employee Orientation program is to establish necessary employment records and to provide the employee with valuable introductory knowledge about employment with the City.

II. **Scope**

This policy applies to all regular full-time employees, civil service employees, and permanent part-time employees of the City of Greenville.

III. **Policy**

It is the policy of the City of Greenville to properly acquaint new employees, on the first day of employment, with the City as an organization and employer. Further, it is the City's desire that employees understand their new work environment, their benefits and privileges and their responsibilities.

IV. **Procedures**

A. **Enrollment and Orientation**

On the first day of employment, new employees will complete an induction and orientation program initiated by the Human Resource Department and completed in their employing departments. Day one introduces Phases I and II of the Orientation Program. Phase III of the Orientation Program will be a half-day session that is held on the fourth Wednesday of each month.

Human Resources is responsible for implementing Phase I (Benefits Summary and Sign-up). Each hiring department is responsible for implementing Phase II, (Department Orientation) and Human Resources is responsible for coordinating the implementation of Phase III, (Formal Orientation).

1. **PHASE I ORIENTATION (Human Resources)**

Phase I of Orientation will commence at 8:30 a.m. on the Employee's first day of employment. The location will be designated by the Human Resource department. This sign-up session will normally be completed by noon, depending on the number of new employees beginning work. After sign-up, new employees will break for lunch and be instructed to report back to their hiring departments where Phase II of Orientation will begin. Phase I Orientation will include:

- I. Introduction and Welcome
 - A. Orientation Agenda
 - B. Security badge photos and badges
 - C. Organization & departmental overview
- II. New Employee Sign-up (Exhibit A-Checklist A)
 - A. Personnel Records
 - B. Employee Benefits
 - C. Q & A Session

III. Closing Remarks
A. Explain Next Phases

NOTE: In order for new employees to review their benefits options prior to enrollment on their starting dates, the Human Department will attempt to provide each person a "BENEFITS SUMMARY" package in advance of the Phase I Sign-up session.

2. PHASE II ORIENTATION (Department Orientation)

Each employing department will appoint a department orientation facilitator to provide orientation information to new employees concerning their specific jobs. Phase II Orientation will begin after the new employees have completed the sign-up session with Human Resources on the first day of employment. All employees will be instructed to report to their hiring departments at the completion of Phase I and the lunch break.

The employing department supervisor is responsible for arranging and/or conducting all necessary training to ensure new employees are thoroughly familiar with all operating procedures and safety requirements for their new positions. The appointed facilitator will ensure that all employees are properly briefed on all items on "Checklist B" (Exhibit B). If specific items are delegated to someone else to cover, then that individual needs to sign-off the topic(s) they covered on Checklist B. The supervisor, facilitator and new employee must all sign the completed checklist verifying that all material was properly covered; it will then be submitted to Human Resources for filing in the employee's permanent personnel record.

3. PHASE III ORIENTATION (Human Resources)

Phase III Orientation will be conducted every month on the fourth Wednesday, or as otherwise announced, and attendance is mandatory for all new employees hired in the previous month. Phase III Orientation will include:

- I. Introduction and Welcome - 5 minutes
 - A. Orientation Agenda - 5 minutes
 - B. Leadership Team Representative Welcoming Comments - 10 minutes
 - C. Mission/Vision/Guiding Principles - 15 minutes
- II. Human Resources - 2 hours
 - A. Health & Wellness
 - B. Safety
 - C. Employee Benefits Q & A Session
 - D. Policies & Procedures Q & A Session
 - E. Detailed Explanation of Specific Policies

Human Resources, the employing department, and all City employees who may interact with new employees are expected to give all the attention necessary to help new employees feel they belong and quickly become productive on their jobs.

B. Personnel Files

The Human Resource Department will establish a personnel file for each new employee during the enrollment process. **THIS IS THE ONLY OFFICIAL PERSONNEL RECORD FOR THE EMPLOYEE AND WILL BE CONSIDERED CONFIDENTIAL.** This personnel file will contain the employment application, salary change history, current benefit enrollment forms,

performance appraisals, written warnings and other disciplinary actions, and records of commendations and awards that are work related. Training and employee development records for each employee will be maintained in a separate Human Resource Department training file for each employee.

C. Work Schedules

All new employees will be assigned their work schedules by their respective Departments. Regular administrative employees typically work forty (40) hours per week. Normal administrative office operations of the City are 8 a.m. - 5 p.m., Monday through Friday. Operating department hours vary based on the requirements of their particular operations. Some regular employees may be assigned schedules that vary depending on the time of year and/or emergency situations. Departments, in conjunction with Human Resources and the Payroll Department may, from time to time, establish flexible working schedules which accommodate both the needs of the employee and of the citizens of the City of Greenville.

Civil Service employees will have work schedules and shifts assigned by appropriate department personnel which will ensure the proper and timely delivery of public services to the citizens of the City of Greenville.

**HUMAN RESOURCES ORIENTATION - PHASE I
CHECKLIST A**

Affirmative Action	_____	Exempt/Overtime	_____
Disciplinary Procedures	_____	Holidays	_____
Drug & Alcohol	_____	General Leave	_____
Equal Opportunity	_____	Funeral Leave	_____
Grievance Procedures	_____	Employee Assistance	_____
Sexual Harassment	_____	Payroll Checks	_____
Smoking	_____	Appraisals	_____
Termination Procedures	_____	Deferred Compensation	_____
Medical Coverage	_____	Longevity Bonus	_____
Dental Coverage	_____	Savings Bonds	_____
Annual Physical	_____	Retirement	_____
Insurance(s)	_____	Credit Union	_____
Probation Period	_____	Other Benefits & Perks	_____

EXHIBIT B.

**DIVISION/DEPARTMENT ORIENTATION- PHASE II
Checklist B**

Introduce to co-workers	_____	Call-in-sick policies	_____
Dept. Mission/Goals	_____	Conflict of interest	_____
Dept. Organization	_____	Purchasing procedures	_____
Job Duties/Responsibilities	_____	Use of City vehicles	_____
Job Performance	_____	Safety Sensitive	_____
Parking	_____	Travel and training	_____
Lunch	_____	Emergency procedures	_____
Breaks	_____	Inclement weather policy	_____
Snack Bar	_____	Company activities	_____
Health & Wellness	_____	Meetings	_____
Keys	_____	Safety	_____
Restrooms	_____	Confidentiality Pledge	_____
Smoking Areas	_____	Media Relations	_____
Dress Code/Uniform	_____	Termination Procedures	_____
Employee Lockers	_____	_____	_____
Address/Phone/Fax	_____	Employee Signature	Date
Phone Usage and Directory	_____	_____	_____
Computer Information	_____	Facilitator Signature	Date
Mail and Security Codes	_____	_____	_____
Supplies	_____	Supervisor Signature	Date
Recycling	_____	My department facilitator/supervisor has reviewed the above subjects/material with me.	
Office Equipment	_____		
Private Vehicles @ Fleet	_____		
Time cards/Paychecks	_____		

CUSTOMER SERVICE STANDARDS FOR INTERNAL CUSTOMERS
(Notwithstanding each individual department's performance standards/goals.)

Any internal customer doing business with another City staff member can expect:

- ! telephones to be answered within three rings.
- ! to be given a time when the person they are calling will be available if they are not available at the time of the call.
- ! telephone messages to provide the caller's name, the time of the call and the subject matter.
- ! that calls will be returned within 24 hours, if for some reason same day call back is not feasible.
- ! that voice mail messages will be check at least once a day and calls returned within 24 hours, if for some reason same day call back is not feasible.
- ! the person who puts them on hold will be conscientious of the call on hold.
- ! when an employee is away from their desk or out of the office, their telephone calls will be forwarded to an appropriate staff member or voice mail, if available.
- ! that all staff members will be at their work station at the scheduled time.
- ! that break and lunch times will be adhered to so as not to adversely affect coworkers' work schedules.
- ! attendees will arrive at scheduled meeting places on time.
- ! that the appropriate staff will be advised when a coworker is leaving the work area and an approximate time of return will be given.
- ! that requests for preprinted information will be distributed within 24 hours.
- ! that requested information requiring research will be responded to within three business days.

CUSTOMER SERVICE STANDARDS FOR EXTERNAL CUSTOMERS
(Notwithstanding each individual department's performance standards/goals.)

Any external customer doing business with another City staff member can expect:

- ! telephones to be answered within three rings.
- ! to be given a time when the person they are calling will be available if they are not available at the time of the call.
- ! their call to be forwarded to the appropriate department if the incorrect department is called first.
- ! their call to be returned within 24 hours, if for some reason same day call back is not feasible.
- ! the person who puts them on hold will be conscientious of the call on hold.
- ! when an employee is away from their desk or out of the office, their telephone will be forwarded to an appropriate staff member or voice mail, if available.
- ! that all staff members will be at their work stations at their scheduled time and ready to assist the public.
- ! food consumption and grooming will be kept from public view.
- ! City staff to be at scheduled meetings on time.
- ! requests for preprinted information will be distributed within 24 hours.
- ! that requested information requiring research will be responded to within 3 business days.
- ! to be acknowledged immediately in a professional and courteous manner when greeting and/or assisting customers.
- ! to receive accurate information from City staff and if a staff member does not have the needed information, they will seek the information from the proper source.
- ! staff to call ahead before directing them to another department in order to make sure the referral is appropriate.